

update

Vol. 6, No. 9

December 1, 1983

The employee relations survey

Where do we go from here?

The employee relations survey has been completed and a few weeks ago you received a report on the results. So what happens now?

That was the question addressed by Richard Cipoletti, assistant administrator, and Ellwyn Spiker, administrator, at a staff meeting on November 8. Cipoletti highlighted the fact that the purpose of the survey was to involve members of the Hospital Center's staff, involve them in the identification of employee concerns, involve them in the development of ways to address those concerns, and involve them in the Hospital Center's decision making process.

Members of the staff were invited to become involved in the identification of employee concerns by completing the employee relations survey. With that step completed, emphasis will now be placed on taking the next step; involving the staff in finding ways to address those concerns.

In an effort to accomplish this, Cipoletti announced the creation of an employee relations panel made up of people whom you nominated to participate in the group interviews that followed the survey. These people were chosen to staff the panel because you identified them as people who have a good sense of the issues facing us and people with whom you feel comfortable.

Since the concerns identified by the survey seem to fall into three basic categories, communications, policy, and issues which lend themselves to fairly quick action, Cipoletti announced that the members of the employee relations panel would be divided into three sub panels. Each of these sub panels will deal with one of these areas of concern and will develop recommended courses of action to remedy those concerns.

The employee relations panel has already met twice and the effort to address your concerns is moving ahead rapidly. But the process will only be as successful as your input into it. Members of the employee relations panel need your help, your suggestions, and your ideas if they are to successfully work for you. They are, in a sense, your elected representatives. So if you have a concern, a suggestion, or an idea, contact one of the employee relations panel members listed on page 2 of this issue of Update.

Communication Panel

Employee Relations Panel

Richard Cipoletti - Assistant
Administrator - Moderator
Philip Brown - Assistant
Administrator
Gale Hodavance - Director,
Public Relations
Joyce Schwenzer - Director,
Medical Records
Julie Clelland, R.N. -
Nursing Supervisor
Mary Strzelecki, R.N. -
Nursing Supervisor
Barbara Frantz, R.N. - SPU
Head Nurse
George Naugle - SPD
Assistant Supervisor
Ray Feather - Engineering
Lead Man
Sharon Boley - Coordinator,
Outpatient Lab Services
Ann Hertzog, R.N. - OHU
Delores Drummer, R.N. - 5A
Gloria George, R.N. - ER
Cathleen Story - X-Ray
Susan Dredge - Physical
Therapy
Richard Attilio - Pharmacy
Tammy Kern - Dietary
Barbara Roxberry -
Housekeeping
Terrie Thompson -
Laboratory
Diane Hartnett - Respiratory
Therapy
Tony Molchany - Business
Office
Staff - Dorinda Faye Ross,
Personnel, and Victor
Stonebraker, Personnel and
Pulmonary Function

Gale Hodavance - Director, Public Relations - Moderator
George Naugle - SPD Assistant Supervisor
Gloria George, R.N. - ER
Cathleen Story - X-Ray
Richard Attilio - Pharmacy
Tammy Kern - Dietary
Barbara Frantz, R.N. - SPU Head Nurse
Rosemary Wimmer, R.N. - OR
Debra Dorward, R.N. - 6B
Kimberly Morstatt - Nursing
Staff - Richard Cutshall and Janet Laudenslager, Public
Relations

Policy Panel

Philip Brown - Assistant Administrator - Moderator
Ray Feather - Engineering Lead Man
Ann Hertzog, R.N. - OHU
Mary Strzelecki, R.N. - Nursing Supervisor
Susan Dredge - Physical Therapy
Terrie Thompson - Laboratory
Barbara Roxberry - Housekeeping
David Ott - Assistant Director, Respiratory Therapy
Sandra Smith, R.N. - 4A
Alan Zewan - UR/SS
Staff - Evan Reichlin, Personnel, and Mary Hanisits,
Quality Assurance

Immediate Action Panel

Richard Cipoletti - Assistant Administrator - Moderator
Julie Clelland, R.N. - Nursing Supervisor
Delores Drummer, R.N. - 5A
Joyce Schwenzer - Director, Medical Records
Sharon Boley - Coordinator, Outpatient Lab Services
Diane Hartnett - Respiratory Therapy
Tony Molchany - Business Office
Monica Kantz, R.N. - 4C
Mary Zuber - X-Ray Supervisor
William Burgess - Engineering
Staff - Victor Stonebraker, Personnel and Pulmonary
Function, and Dorinda Faye Ross, Personnel

To all night shift personnel

This is a note of thanks
for the wonderful surprise
party you had to help me
celebrate my birthday.

I want to thank you for
all the food you prepared
which made our break time in
the cafeteria a gourmet's
delight.

Thank you also for the
good wishes, cards and
flowers.

Loretta Sargent

Holiday notes

Movie tickets and film
make great stocking stuffers.
And both are available at
discount prices in the public
relations office. Movie tickets
cost \$2.50 each, and we have
a supply of film and
flashcubes stocked up for the
holidays. We also have
available the new Kodak 35mm
trial packs with four 12
exposure rolls of the new VR
film.

Don't wait until the last
minute, start your holiday
shopping early. On Friday,
December 2, the Recreation
Committee is sponsoring its
annual Jingle Bell Jubilee
from 8:30 A.M. to 1:00 P.M.,
in the Hospital Center lobby.
Christmas items, jewelry,
wood pieces, and many other
items will be available. For
the best selection, plan to
get there early.

The drinks are on us

You've got to admit it. That's an unusual invitation for a hospital emergency department to be sending out. Unusual as it may be, however, that was the invitation sent by the Hospital Center and The Allentown Hospital emergency departments to members of the local media. The reason? To enlist their help in demonstrating how dangerous it is to mix drinking and driving.

Each year that mixture results in at least 25,000 deaths and nearly 1,000,000 injuries on our highways. A big part of the problem is that many people don't realize how fast or how much alcohol affects their driving skills. They have a few drinks and then get behind the wheel believing that they are still all right to drive. And maybe they are...until something unexpected happens in front of them.

Nobody is more sensitive to this problem than the staff members in the Hospital Center and The Allentown Hospital emergency departments. They are the ones who have to try to undo the damage done when the unexpected happens.

So during emergency medicine week, the two emergency departments joined forces with the Pennsylvania State Police to show the public how much and how fast drinking affects driving skills. Reporters from the Morning Call, the Globe Times, and the Easton Express volunteered to be typical drivers during the demonstration. They were joined by a disc jockey from WAEB radio and a local paramedic who also volunteered to be drivers.



Carol Bury, R.N., B.S.N., emergency department supervisor measures a drink for one of the participants.

The drivers belted down mixed drinks or beer while the State Police measured their blood alcohol content (BAC) levels. When the drivers got close to BAC levels of .05, .10 (the level at which Pennsylvania law says you are drunk), and .15, they were asked to perform a number of activities, including driving, that tested their coordination, reflexes, judgment, and ability to follow directions.

Long before the drivers got to BAC levels of .10, they found themselves in trouble. They could no longer walk straight, recite the alphabet, or count correctly. Instructions got hard to follow, keys would no longer slide easily into door locks or ignitions, and cars no longer stopped before hitting that pedestrian who stepped into the roadway. And as the drinks continued, it got worse.

The news media throughout the Lehigh Valley devoted a lot of time and space to their coverage of this demonstration. They highlighted the fact that the drivers were surprised at how fast the alcohol affected them. Hopefully the demonstration and the coverage it received will convince some people that hitting the bottle and the road at the same time is a more dangerous combination than they thought.



One of the participants takes a trooper for a spin.

Did you hear the one about...?

With a style that fell somewhere between a Dean Martin roast and a Johnny Carson monologue, Jack Dittbrenner, biomedical photographer, kicked off the annual employee recognition dinner. And with a steady stream of one-liners that kept the 400 plus employees and guests chuckling at times and roaring with laughter at others, he poked fun at some of our more notable activities during the past year.

But that was just the beginning of a night filled with outrageously funny spontaneous entertainment. Once the band started playing, people just couldn't seem to stay away from the microphone. One group of staff members took us back to 1958 with their own disorganized version of American Bandstand. Another group of employees got up and added the doo op sound which the band needed for the oldies that they were playing.

But perhaps the best performance of all was provided by one of our assistant administrators and his wife. With some help from the audience, the band managed to get them up front to help with a country western number. But once they were there the band added a twist. They put a bonnet and an apron on the assistant administrator, we won't mention names lest he be embarrassed, and had him sing the soprano part. His wife donned a cowboy hat and sang bass.

All in all it was a night to remember. It was also a night that highlighted the fact that no matter how large our family gets, it can remain a family.

Receiving polished sterling silver pins for recognition of 15 years of service were:

Kathleen Adams	Susan S. Henritzy
Kathryn J. Cooper	Rosalie E. Kern
Joanne M. Flatt	Mary Ann E. Knecht
Lynn C. Gromis	Loretta C. Sargent
Mary C. Steber	



Dittbrenner's monologue

Receiving a polished sterling silver with blue hard-fired enamel pin for recognition of 20 years of service was:

Christine Faller



Receiving pewter with blue hard-fired enamel pins in recognition of 10 years of service were:



Geraldine T. Klem	Sarajane Parker
Vivian M. Kober	Eileen M. Pozzi
Maryann Krobath	Norma J. Radosevich
Frances P. Maini	Nancy J. Schneider
Barbara Mickno	Phillip S. Sebastianelli
Karen L. Nash	Judith K. Wippel

Mary Ellen Beideman
 Scarlet M. Brenfleck
 Carol A. Bury
 Margaret A. Davis
 Louise R. Drexinger
 Nancy A. Ferrara
 Joan C. Flick
 Diane R. Gotthardt

Carol A. Grim
 Mildred L. Guzara
 Lois R. Hyde
 Joann Kelly



Receiving pewter pins in recognition of 5 years of service were:

Maryann M. Ahner
 Ginger E. Andersen
 Jane S. Arner
 Susan Arner
 Gloria J. Auve
 Elaine J. Baatz
 Marsha A. Becker
 Barbara Behrens
 Cheryl S. Beitler
 Sally Bissey
 Peninna L. Brensinger
 Cynthia M. Briggs
 Joan Brooks
 Nora Broutin
 Susan I. Bryk
 Jann Buczewski
 Cindy A. Buhn
 Terry Burger
 Robin L. Butz
 Susan L. Calvert
 Margarita T. Carrizo
 Jane E. Christman
 Barbara A. Davis
 Margaret L. Dennis
 Suzanne Denuel
 Susan Dietrich
 Jane Dilliard
 Susan E. Dredge
 Deborah A. Duchodni
 Theresa A. Durn
 Alicia Eby
 Kathleen Faccinetto
 Maria R. Farkas
 Bonnie S. Faust
 Lana Fetner
 Saralyn K. Foley
 Linda S. Folger

Jennifer L. Frederick
 Kimberly J. Frey
 Caroline Frisby
 Dean Fritch
 Douglas E. Fry
 Susan Gabrick
 Karen F. Gallie
 Kathy Gaugler
 Grace E. Gilbert
 Susan Gladfelter
 Jessie H. Greenawald
 James C. Griffiths
 Marilyn Gulliford
 Ayman R. Hakki
 Cindy Harwi
 Kathy Heffelfinger
 Linda M. Heil
 Mary A. Helfrich
 Mary Beth Hines
 Kim S. Hitchings
 Nancy L. Hittner
 Marian J. Hoffman
 Ann M. Holmes
 Michael J. Holmes
 Diane Horowski
 Patricia Kapustiak
 Marlene Keck
 Shawn Keller
 Marie C. Kensecki
 Tammy A. Kern
 Kristin Kimmel
 Susan Klapac
 Susan L. Knapp
 Pamela Knappenberger
 Donna M. Kober
 Kathleen A. Krause

Holly D. Kuster
 Karlene K. Laub
 Suzanne Layland
 Kathleen A. Leh
 Marie T. Locher
 Robin Mahaletz
 Kathleen M. Malone
 Anne K. Maloney
 Colleen McLaughlin
 Rita M. Mest
 Janet Miller
 Janice A. Miller
 Krista Miller
 Inez Mistretta
 Anthony M. Molchany
 Louise M. Mongi
 Brian G. Mory
 Monica R. Moyer
 Rae A. Nagle
 Carol A. Najpauer
 Carl Newhard
 JoBeth Newhard
 Beverly A. Oliveria
 Andrea Parry
 Sylvia M. Parsons
 Julia Penkal
 William Perez
 Cynthia K. Poniktera
 Joanne V. Porter
 Karen Powell
 Donna S. Reinhard
 James Reiss
 Ella Rios
 Patricia Robinson
 Linda J. Rockel
 Joseph C. Ross
 Betty C. Roth

Georgene Saliba
 Carla R. Santee
 Lisa Schaffer
 Mary Beth Schmidt
 Shirley J. Scott
 Alison J. Seier
 Joan E. Setzer
 Sandra J. Sharkazy
 Terri R. Sheer
 Elizabeth A. Sicher
 Gary Sicher
 Linda M. Smith
 Nancy L. Snyder
 Susan A. Sobocinski
 Vicki L. Spohn
 William Springer
 Janice Stahler
 Marjorie Stefko
 Diane Sterner
 Nancy Strisovsky
 Laura A. Stuber
 Cathy A. Temos
 Mercedes R. Torrens
 Mari L. Trengue
 Patricia D. Tutterov
 Ilene L. Van Gorder
 Phyllis G. Vassalo
 Mary Louise J. Wagner
 Eva M. Wartzenluft
 Marie C. Weissman
 John P. White
 Karen E. Willey
 Sharon Wilson
 Donna J. Wolfe
 Mary A. Yonney
 Carol A. Zellers

The Hospital is pe It

COZETTE STOLTFUS, R.N., C.E.N., has been appointed assistant head nurse, 3-11:30 P.M. shift, in the emergency department. Stoltfus received her diploma from St. Joseph's Hospital School of Nursing in Philadelphia and has worked in emergency departments and operating rooms ever since. In addition to her year and a half of emergency department experience here at the Hospital Center, Stoltfus has worked in the emergency departments at Lewistown Hospital in Lewistown, Pa., and the Southern Chester County Medical Center in West Grove, Pa. While at the Southern Chester County Medical Center, Stoltfus spent some time in the operating room and also served as head nurse of the emergency and outpatient departments.

A new assistant head nurse, LAURA YEAKEL, R.N., has also been appointed for the 3-11:30 P.M. shift in the special care unit. Yeakel, a graduate of the Lancaster General Hospital School of Nursing in Lancaster, Pa., has worked at the Hospital Center since 1981. After graduation, Yeakel was one of 16 newly graduated nurses hired for the operating room at the Harrisburg Hospital in Harrisburg, Pa. She spent a year there and then moved back to the Lancaster General Hospital where she spent two and a half years in an intermediate care unit, somewhat similar to our special care unit, before coming to the Hospital Center.

A team now heads up KIM KUDER, C.V.T., h coordinator, and SARAJ appointed acting adminis will insure the smooth o performing about 2,000 angioplasties a week (a vessels can be reopened catheter). As technical responsible for things s trouble shooting technical equipment. Pa coordinating the lab's ac units, attending training keeping staff members u techniques, insuring the patient data, and budge

LOIS ZELLNER, R.N., has been appointed assistant head nurse, 3-11:30 P.M. shift, for the acute coronary care unit (ACU). Zellner, who received her diploma from the St. Joseph's Hospital School of Nursing in Reading, Pa., started working here on an orthopedic unit in 1975. In 1976, she transferred to ACU and has been there ever since.

LAWRENCE P. LEVITT, M.D., chief of the division of neurology here and at The Allentown Hospital, was the keynote speaker at a conference held at the Hospital Center. The conference, "Multiple Problems of Stroke: The Social Work Perspective," was sponsored by the Lehigh Valley Stroke Program and the Hospital Social Work Directors Association of the Greater Lehigh Valley. The title of Levitt's presentation was "Stroke Syndromes: The Relationship to Social Work."



Nancy Stevens

NANCY STEVENS, R.N., patient representative, spoke on patients' and parents' rights at meetings of the Spina Bifida Association of the Lehigh Valley and United Cerebral Palsy of Lehigh Valley. She also served on the faculty of a nursing challenges conference at Cedar Crest College where she spoke about the nurse's role as a patient advocate.



Sarajane Parker

LIZ SKRAPITS, publi conversation well. She member, who had twins, the sudden arrival of tw the things mentioned in there is a local support emotional and financial s twins or triplets. Years important when Skrapits Skrapits, the mother of year old twins, has beer group, the Lehigh Valley

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cardiac catheterization lab. Kim Kuder, R.N., has been appointed acting technical coordinator. Together they will be responsible for the operation of the lab which is now performing over 100 catheterizations a year and four angioplasties. Kuder will be responsible for training new technicians, supervising the lab, and evaluating the lab's performance. She will be responsible for coordinating the activities of other departments outside the hospital and maintaining the lab's equipment with the latest technology. Kuder will be responsible for the efficient entry and retrieval of patient information.



Kim Kuder

...lations, remembers the first time she was talking to a fellow staff member about the difficulties presented by having twins in a household. One of the most interesting conversations was the fact that up to help parents cope with the stresses which go along with having twins, that conversation became a support group for those who had twins. And now Kim is a six year old as well as the three year old president of that support group, the Allentown Twins Club.

MARYANNE FALCONE, R.N., B.S.N., has joined us as the new assistant patient representative and her appointment to this part-time position will help us meet an important patient need. Many of our patients have had little or no contact with this or any other hospital before being admitted here. As a result, they often see the hospital as a confusing and frightening world. Visits by a patient representative play a critical role in reducing patients' confusion and anxiety. Falcone brings with her experience as a nurse on medical/surgical units at Sacred Heart Hospital and Allentown Osteopathic Hospital and on the psychiatric unit at The Allentown Hospital.



William R. Wycoff

WILLIAM R. WYCOFF, director of the department of pastoral care, has been certified as a Fellow in the College of Chaplains. To be eligible for this honor, a chaplain must have college and theological seminary degrees, experience as a chaplain, and at least one year of clinical pastoral education under supervision. In addition, candidates must submit a series of essays which show an understanding of a variety of philosophical and theological concepts.

The September issue of Critical Care Quarterly was devoted to respiratory critical care and ERIC D. BAKOW, M.A., R.R.T., associate technical director of respiratory therapy, was chosen to be the issue editor. As editor, Bakow was responsible for gathering and editing articles from a number of respiratory critical care experts. In addition to serving as editor for this most recent issue of Critical Care Quarterly, Bakow also serves on the magazine's editorial board.

A number of articles written by hospital staff members were published in the edition of Critical Care Quarterly edited by Bakow. Included was an article entitled "Medical Problems in the Patient on a Ventilator" written by JOSEPH E. VINCENT, M.D., director of critical care. KAREN LANDIS, R.N., M.S., pulmonary clinical specialist for critical care, and SHARON SMITH, R.N., M.S.N., clinical specialist in the shock/trauma unit, contributed an article entitled "The Mechanically Ventilated Patient: A Comprehensive Nursing Care Plan." Also included was an article by MICHAEL RHODES, M.D., director of the trauma division, entitled "Update on Chest Trauma."

FAYE BAYLOR, R.N., C.N.T., cardiac rehabilitation, was featured recently in Cardiac Output, newsletter of the Cardiac Treatment Centers Corporation. The article highlighted Baylor's career which has included more than 20 years of nursing service in the Allentown area. Baylor, a graduate of The Allentown Hospital School of Nursing, has spent the past 11 years providing cardiac rehabilitation services. Before that, she served as a nurse in medical/surgical, urology, and acute coronary care units.

Turkish engineers visit hospital

by Colleen Glynn
Public Relations Student
Intern



Visitors with Joseph Lewandowski, biomedical engineering director.

Imagine that you are a biomedical engineer in an American hospital. Your responsibilities include maintaining and repairing advanced equipment, evaluating proposed equipment, and recommending purchases. When repair parts are needed, you call the equipment vendor and then wait two or three days for the parts. Now imagine that you are a biomedical engineer in a Turkish hospital. You are responsible for maintaining and repairing equipment that is antiquated and not as efficient as American equipment. You must also order repair parts, but you may find yourself waiting at least 90 days for them as opposed to two days in America.

In an effort to deal with this situation, two Turkish biomedical engineers visited the Hospital Center's biomedical engineering department. They came to compare problems and discuss possible solutions.

Turkey's biggest biomedical engineering problem is, "A matter of logistics," according to Joseph Lewandowski, director of biomedical engineering at the Hospital Center. The equipment used in many Turkish hospitals has come from all over and as a result, acquiring repair parts is a problem.

In response to these problems, the Turkish engineers, Cuneyt Gemicioglu and Fatih Golgar, arrived at the Hospital Center this summer for a week long visit to observe our biomedical engineering department. Under a United Nations Educational and Scientific Organization (UNESCO) grant, the visitors attempted to find out, "How we do what we do in our department," Lewandowski said. Their goal was to gather enough information to develop a program geared toward Turkey's needs.

In addition to looking over the shoulders of Lewandowski's staff, the visiting engineers spent time touring the hospital and observing the interactions of our biomedical engineers with doctors, nurses and equipment sales representatives. They also met with members of key departments such as material management and engineering.

The visiting engineers and Lewandowski believe that the problems faced in Turkey by biomedical engineers are similar in nature to the problems faced by biomedical engineers here at the hospital in the sense that both countries face machine failure, repairs and delays in getting parts. The difference between us has to do with the intensity of the problem. What might take personnel at our hospital two hours to repair may take a Turkish engineer a month.

Poinsettia sale scheduled

If you are one of those people who likes to have poinsettias around the house or office during the holidays, make sure you circle December 15 and 16 on your calendar. Those are the dates when the auxiliary will turn the Hospital Center lobby into a greenhouse full of festive Christmas plants.

The sale of these poinsettias, each specially trimmed and branched for added quality and multiple flowers, will take place from 10:00 A.M. to 4:00 P.M. on each of these days. With the price of the plants set at \$7.00, you won't be able to find better quality for your money anywhere.

Employee phone quiz

As you wrestle with your busy schedule, one of the things that you have to squeeze in during the next two weeks is a training session for the new phone system. But you've been using a phone all your life. Certainly you know what you're doing with it by now, right?

Well, just so you feel better about going to the class, we've put together a quiz which you can take in the privacy of your own home. If you want to look like you're on top of things, don't tell anyone how you do on it. Merely follow the directions at the end.

Question 1 - A low buzzing sound coming through your phone means:

- (a) it was installed first in radiology and took a heavy dose of radiation.
- (b) someone is trying to reach you on another line with a second call.
- (c) the thing's alive so maybe you're not the boss after all.

Question 2 - Three short bursts from your phone followed by a solid tone means:

- (a) you should find the nearest shelter against nuclear attack.
- (b) you've activated one of the phone's special features.
- (c) the thing is still alive even though you hit it with a book when it buzzed at you.

Question 3 - If you get a busy signal when dialing another extension you can:

- (a) begin to believe your new phone's not so hot after all.
- (b) instruct the phone to redial the number when the line is open by pressing the Ring Again Button.
- (c) pick the phone up off the floor (where you knocked it after it buzzed at you and gave you three short bursts and a solid tone) and try again.

Question 4 - There are three phone numbers coming into your office. If all three are in use, you can:

- (a) sit back and relax with the knowledge that nobody can get through to bother you.
- (b) still receive that call you're waiting for since the new phone system separates incoming from outgoing lines.
- (c) contemplate whether you've established control now that you've hit the phone with a book and knocked it on the floor.

Question 5 - You're in the middle of a phone conversation and need to check something with someone else. You can:

- (a) hang up on your first caller, call the second person, and then call the first person back.
- (b) press the Trans Button, holding your first caller on the line while you call the second person.
- (c) step back two steps from your phone and ask it what to do since you're convinced by now that it is not only alive but it also knows more than you do.

Please see Answers—page 11

New NSRP phone line established

You say you've been trying to call the personnel office about NSRP and can't get through? Well, you're not alone. The personnel office has been flooded with NSRP phone calls, as many as 50 a day, ever since the special NSRP issue of Update was distributed.

As a result, their phone line has been tied up most of the time making it tough to get through. But this problem should be resolved with the establishment of a second phone number (Ext. 3100) for NSRP calls. Employees calling the personnel office to schedule NSRP interviews or to ask questions about the changeover can now get through by dialing either extension 3100 or extension 2658.

Employee Christmas dinner scheduled

December 15, 1983

Holiday Punch
Eggnog
Fruit & Cheese
Roast Whole Steamship Round
of Beef au Jus
sliced to order
Chicken Cordon Bleu
Dauphin Potatoes
Rice Pilaf
Holiday Mixed Vegetables
Broccoli w/Mock Hollandaise
New Potato Salad
Marinated Vegetables
Pasta Salad
Assorted Loaf Bread
with Whipped Butter
Cherries Jubilee
Coffee - Tea - Water - Soda

STRESS:

What is

it doing

to us?



A young nurse in the shock/trauma unit wrestles with her emotions as she watches a 21 year old accident victim die. This was her patient and though she knows there was nothing more she could do, she feels defeated. She looks down at the young man who was so close to her in age and can't help thinking about the waste, a life that will never be lived. She wonders about the dreams and plans that died with him. But there's no time and no place to deal with those thoughts. So the nurse buries them somewhere deep inside herself and moves on to her next patient, another young accident victim.

A phone rings in the open heart unit and a nurse picks it up. It's an O.R. staff member with a message that surgery on an open heart patient has been completed more quickly than expected. The patient needs to be transferred to the open heart unit. But the unit is full and the patient scheduled to be transferred out this morning can't be moved until a bed opens up in the special care unit (SCU). A call to SCU reveals that no beds will be open until one of their patients can be moved to the

progressive coronary care unit (PCCU). But PCCU is also full and won't be able to take the patient from SCU until a patient can be moved to 3C. And no beds are open on 3C. Frustrated, the nurse tries to come up with a solution. The phone rings again and she picks it up. It's the O.R. asking when they can transfer the open heart patient.

An alarm sounds and a monitor shows that a patient's heart has stopped in the acute coronary care unit (ACU). The nurse who runs in response to the alarm knows that this patient will probably never beat the cancer raging inside of him. As she reaches for the code blue button she remembers the pain that she heard in his voice and the defeat that she saw in his eyes three hours ago when he was brought back from another cardiac arrest. And she remembers the question that he was barely able to whisper then, "Why? Why didn't you just let me go?" With that question still tearing at her the nurse pushes the code blue button, starting the whole process all over again.

Stress, it comes at us every day in a variety of forms. Sometimes it's obvious, which doesn't make it any easier to handle, and sometimes it's so subtle that we don't even realize that it is there eating at us.

But no matter what form stress takes, one thing remains the same. It has an impact on us. It affects us physiologically. It affects us emotionally. It affects the way we do our jobs and it affects the way in which we interact with each other.

How much stress are we facing? What causes it? How much of it can be eliminated and how much is unavoidable? How are we dealing with the stress that we face and how is it affecting the services which we provide? What can we do to eliminate unnecessary stress and how can we better manage that stress which is unavoidable?

Think snow

Hop aboard the Skiers Weekend Express to Southern Vermont, the Ski Capitol of the East, from Thursday, February 9, to Sunday, February 12, 1984. The long weekend includes roundtrip motorcoach transportation, lodging for three nights at the Bennington Ramada Inn, located in Southern Vermont, welcome snack on arrival - hot chocolate, coffee, and doughnuts, daily country style breakfasts, Saturday night Smorgasbord dinner with a selection of Vermont favorites, dinner Sunday night at the mountain, Apres Ski Happy Hour - refreshments and an assortment of hors d'oeuvres along with live entertainment in Mason's Lounge, live D.J. entertainment on Saturday night, use of indoor pool or jacuzzi whirlpool, and prepaid applicable hotel tax and gratuity to staff.

For the skiers in the group, we will be skiing Mt. Snow on Friday and Saturday, and Bromley/Stratton on Sunday.

The price of this fun-filled weekend is \$149.00 per person (quad occupancy), \$163.00 per person (triple occupancy), and \$179.00 per person (double occupancy).

Seats are limited so reserve space early. A \$35.00 per person deposit is due when reservations are made.

For more information and reservations, contact Janet in the public relations office (Ext. 3084).

These and many other similar questions were the focus of a pilot study conducted by the department of nursing in the Hospital Center's critical care units. That study, which has now been completed, was designed as a first step in an effort to address stress and its impact throughout the hospital.

The pilot study was restricted to the critical care units so that the size of the project would remain manageable. But the problem of stress affects virtually

every department in the hospital.

As a result, many of the findings which came out of the pilot study have implications that reach far beyond the critical care units. And those findings will be made available at a series of staff meetings which began on November 28.

Additional sessions are planned for December 1 and 2. The full schedule of times and locations for these meetings is included below.

STRESS SURVEY PRESENTATION

December 1

- 7:30-9:00 A.M. - Auditorium
- 10:30 A.M. - 12:00 Noon - Auditorium
- 1:30-3:00 P.M. - Auditorium
- 7:00-8:30 P.M. - Classroom 2
- 9:00-10:30 P.M. - Classroom 2

December 2

- 1:00-2:30 A.M. - Classroom 2
- 2:30-4:00 A.M. - Classroom 2

ANSWERS

(continued from page 9)

The correct answer to all five questions was (b). Count the number of questions that you missed and follow the appropriate instructions.

5 correct answers - welcome your new phone with open arms

4 correct answers - welcome your new phone with open hands but don't open your arms

3 correct answers - give your new phone the cold shoulder for a couple of weeks just to prove who's boss

2 correct answers - pretend your new phone isn't there but read the instruction manual when nobody's looking

1 correct answer - chain yourself to your old phone and don't let anyone pry it away

State passes new payroll tax

When you get your first paycheck in 1984, you are going to see a new deduction on it, a 1/10th of 1% unemployment compensation tax. For most of us here at the Hospital Center, that translates into a deduction of less than \$1.00 per pay.

This new tax is one of a series of changes passed recently by the Pennsylvania legislature to put the state's unemployment compensation fund back on its feet. The fund has been out of balance since the early 1970's and it had to borrow heavily from the federal government to get through the recent recession. As a result, the fund has a debt in excess of \$2.7 billion.

**4th Annual
Lehigh Valley Hospital Center
Jingle Bell Bash**

Sponsored by Recreation Committee
FRIDAY, DECEMBER 9, 1983

Cocktail Hour - 6:00 P.M.
Country Style Dinner - 7:00 P.M.

FEARLESS SOCIAL ROOM
1221 S. Front Street, Allentown, PA

Dancing to the music of
LUV "N" TOUCH
8:30 P.M. - Midnight

Donation - \$8.00 per person
Tickets Available in Public Relations

Includes Dinner, Beer, Soda - Cash Bar Available - Door Prizes
Deadline for reservations is Friday, December 2, 1983.

Jingle Bell Bash Menu

*Fruit Cup
Ham and Roast Beef
Lettuce with Bacon Dressing
Filling
Mashed Potatoes
Corn
Ice Cream
Coffee or Tea*

Lehigh Valley Hospital Center
a subsidiary of HealthEast, Inc.
P.O. Box 689
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Allentown, PA 18105

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